



University of Kurdistan Hewlêr

زانکۆی کوردستان ههولێر

Vacancy Announcement

Clinic Administrator - Dentistry

Job Purpose:

To manage and coordinate the daily administrative operations of the Dentistry Clinic, ensuring that patient services, appointments, records, facilities, supplies, and communications are organised effectively. The postholder will provide dedicated clinic administration and will support the safe, efficient, and professional delivery of clinical services.

Vacancy Title: Clinic Administrator - Dentistry

Vacancies Available: 1

School/Department: School of Medicine – Dentistry

Job Family: Administration

Type of Contract: Full-Time

Hours of Work: 40 Hours/Week (Normally 08:30 AM–4:30 PM, Sunday–Thursday)

Place of Work: University of Kurdistan Hewlêr – School of Medicine

Reporting To: Head of Dentistry Department

Appointment Duration: One Year

Probation: Three Months

Application Deadline: Applications are open until the position is filled.

JD Version: 260726-3

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30 Meter Avenue, Erbil, Kurdistan Region – Iraq

Telephone: +964 (0) 750 857 8811 E-mail: jobs@ukh.edu.krd Internet: <http://www.ukh.edu.krd>



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DUTIES AND RESPONSIBILITIES

Clinic Operations

- Coordinate the day-to-day administrative operations of the Dentistry Clinic and ensure that services operate in an organised and timely manner.
- Manage clinic schedules, patient appointments, student clinical rotations, room allocation, and authorised use of clinical facilities.
- Act as the central administrative contact for clinic-related enquiries from patients, students, academic staff, clinical staff, and University departments.
- Prepare and maintain clinic operating procedures, schedules, forms, notices, and administrative records.
- Identify operational issues and promptly refer clinical, staffing, facilities, or safety concerns to the appropriate responsible Staff.

Patient Services and Records

- Oversee patient registration, appointment confirmation, reception arrangements, and general patient communications.
- Ensure patient records and consent documentation are created, maintained, stored, and accessed in accordance with approved procedures.
- Support the accurate recording of treatments, referrals, follow-up appointments, and clinic activity statistics.
- Assist in handling patient concerns and complaints professionally and refer clinical matters to authorised academic or clinical staff.
- Prepare routine reports on clinic attendance, patient flow, cancellations, treatments, and service activity as required.

Staff, Student and Resource Coordination

- Coordinate administrative arrangements for dentists, faculty, dental assistants, students, and other clinic personnel.
- Coordinate the administrative work of dental assistants or reception support where assigned by the line manager.
- Monitor clinic supplies, stationery, forms, and consumables and initiate approved replacement requests.
- Coordinate with the relevant University departments regarding maintenance, cleaning, security, information technology, procurement, and other operational needs.

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- Support meetings, inspections, accreditation visits, outreach activities, and clinic events by preparing documentation and logistical arrangements.

Quality, Safety and Compliance

- Support compliance with University procedures, clinic protocols, infection-control requirements, health and safety standards, and relevant professional expectations.
- Maintain incident, repairs, equipment, and operational records and follow up approved corrective actions.
- Contribute to service improvement by monitoring workflows and recommending practical administrative improvements.

Confidentiality

- Maintain strict confidentiality of patient, student, staff, clinical, financial, and University information and records.
- Ensure that sensitive records are handled, stored, and shared only through authorised channels.

Other Duties

- Perform any other reasonable duties consistent with the nature and level of the post as requested by the line manager.

PERSON SPECIFICATION

Qualifications

- A Bachelor's degree in Healthcare Administration, Business Administration, Dentistry, Health Sciences, or another relevant field, with at least 3 years of relevant administrative experience; OR
- A Master's degree in a relevant field, with at least 1 year of relevant administrative experience.
- A dental or medical background and specialised certification in healthcare or office administration are desirable.

Experience

- Experience in clinic, hospital, healthcare, dental, or higher-education administration.
- Experience in appointment scheduling, records management, reporting, stock coordination, and service-user communication.
- Experience in supervising or coordinating administrative support staff is desirable.



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Knowledge and Skills

- Knowledge of professional administrative practices and an understanding of patient-service and clinical-environment requirements.
- Strong organisational, planning, problem-solving, and record-management skills.
- Advanced spoken and written English. Kurdish and Arabic language skills are an advantage.
- Proficiency in Microsoft Office, email, spreadsheets, databases, and electronic record systems.
- Ability to communicate professionally with patients, students, staff, families, and external stakeholders.
- Ability to prioritise competing tasks and work calmly in a busy clinical environment.

Personal Attributes

- Professional, patient-focused, discreet, and dependable.
- High ethical standards, integrity, and commitment to confidentiality.
- Able to work independently and collaboratively as part of a multidisciplinary team.
- Flexible and responsive to changing operational requirements.

HOW TO APPLY

- Interested applicants are requested to email their Application Form, CV, and Personal Statement to jobs@ukh.edu.krd, indicating the specific Vacancy Title: Clinic Administrator - Dentistry, and inserting the most recent passport-size photo in the designated area on the Application Form.
- Only complete applications, consisting of the Application Form (with the most recent photo), Personal Statement, and CV, will be considered.
- The photo must be 45mm x 35mm and no less than 150 pixels in quality.
- Applications that do not specify the vacancy applied for will not be considered.
- An Application Form is available under 'Vacancies' on the University website (www.ukh.edu.krd).
- Only short-listed candidates will be contacted for an interview.

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